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SEARCH REQUEST FORM

Scientific and Technical Information Center

JOSEPH THOMAS
SUPERVISORY PATENT EXAMINER

Requester: Patricia Examiner #: 78752 Date: 10/30/03
Art Unit: 3026 Phone Number 305-0168 Serial Number: _____
Mail Box and Bldg/Room Location: 205-7020 Results Format Preferred (circle): PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: System & Method for Measuring & Managing Performance in an Information Technology Organization
Inventors (please provide full names): Suzanne M. Jordan
Patrick W. McMahon; David B. McNeil; Nora M. Pantilio-Lap
Earliest Priority Filing Date: 09/03/2000

For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

Looking for the following combinations in a system/method for identifying user (customer) goals and determining appropriate measures/metrics that measure how well customer behaviors correlate to customer goals:

- ① building a measurement model (work product) by building a two draft measurement models (a first & 2nd draft measurement models)
- ② building the first draft measurement model by executing two prioritization processes (i.e. a first & second prioritization processes)
 - a) first prioritization process - determining for each measure/metric the relationship between the behavior measured by the metric & the metric (i.e. correlation between the metric & the behavior)
 - b) second prioritization process: determining for each measure the relationship with each other measure (i.e. correlation among all the measures)
- ③ building the 2nd draft measurement model by selecting methods

STAFF USE ONLY		Type of Search	Vendors and cost where applicable
Searcher: <u>Borde Akintola</u>	NA Sequence (#) _____	STN _____	
Searcher Phone #: <u>308 6150</u>	AA Sequence (#) _____	Dialog <u>\$1,717.70</u>	
Searcher Location: <u>81C3600</u>	Structure (#) _____	Questel/Orbit _____	
Date Searcher Picked Up: <u>10/30/03</u>	Bibliographic _____	Dr.Link _____	
Date Completed: <u>10/31/03</u>	Litigation _____	Lexis/Nexis _____	
Searcher Prep & Review Time: <u>1.20 hr</u>	Fulltext _____	Sequence Systems _____	
Clerical Prep Time: _____	Patent Family _____	WWW/Internet <input checked="" type="checkbox"/>	
Online Time: <u>150 m</u>	Other _____	Other (specify) _____	